Enterprise Information Services
Duty Statement

Section:	Application Maintenance Support (AMS)
Unit:	Litigation Application Maintenance Support (LAMS)
Position Number:	065-638-1312-001
Classification:	Staff Information Systems Analyst (Specialist)
Date:	April 2015

Supervision: Under the general supervision of the Data Processing Manager II and Senior level staff within Litigation Application Maintenance Support (LAMS), the Staff Information Systems Analyst, Specialist (Staff ISA) is given administrative direction with assignments, in terms of broadly defined missions or functions by the manager and application team peers.

Knowledge: This is a journey level position and the Staff ISA must be familiar with data processing concepts, practices, methods and principles, particularly the phases of the Software Development Life Cycle as implemented within the Enterprise Information Services (EIS). The incumbent applies this knowledge to IT projects and imparts this knowledge to other co-workers. The incumbent is expected to understand the organization's business and priorities, and to take into account the larger business perspective in proposing and coordinating IT solutions. The incumbent provides business analysis and technical support in the development, implementation and maintenance of mission critical, long-term IT application systems. The incumbent provides a lead role in business analysis, system support, data maintenance and data quality tasks, planning, testing and facilitating application activities independently and working with the team(s).

The incumbent is knowledgeable about complex applications utilizing three and four tier architectures, Oracle databases, client server applications, Web technology and middleware components. The incumbent has the knowledge and skills to provide customer support, write technical documentation, analyze data and systems, and to solve application problems. To be successful, the Staff ISA plans project activities, prioritizes work, resolves issues, performs project tasks and completes the work in an effective, accurate, and timely manner.

The incumbent completes assignments involving multiple tasks, single significant functions, or multiple functions. These assignments could include writing test scripts, developing detailed application specifications, analyzing data and situations, reasoning logically and creatively, identifying problems, drawing valid conclusions, developing effective solutions, and documenting procedures and programs.

The incumbent, at this level, communicates effectively, orally and in written form with peers in the CDCR as well as with external customers. The incumbent is also comfortable with conducting presentations and coordinating training activities with customers.

Guidelines: The Staff ISA is responsible for following established procedures, system policies, operations and reference materials for the services provided. These include, but are not limited to: State Administrative Manual, Department Operations Manual, Strategic Information Systems Plan, Change Control policies and procedures, and various instructional and user manuals for the hardware, software, and tools used and supported by Enterprise Information Services and AMS.

Complexity and Scope: The breadth of the Staff ISA position includes analyzing, developing, and supporting enterprise-wide applications and information systems for departmental business functions. The Staff ISA's primary responsibilities are project and application system support

tasks for the Board's Information Technology System (BITS) and the Disability Effective Communication System (DECS), in addition to other EIS/LAMS applications as-needed. These critical applications are utilized statewide and affect a significant number of CDCR program areas including the Board of Parole Hearings, Division of Adult Institutions, Division of Adult Parole Operations and the Class Action Management Unit. The systems provide data essential to officer and public safety and are also utilized by many external entities, including county court and law enforcement personnel. When considering service enhancements or additions, the Staff ISA assists in identifying impacts, appropriate methodology, steps to proceed and alternatives for the CDCR and external customers.

Personal Contact: The Staff ISA is able to establish and maintain cooperative relationships with management, Information Technology (IT) personnel, vendors, contractors, and all customer levels. The Staff ISA maintains a customer-friendly and professional attitude during contacts.

Purpose of Contact: The Staff ISA is familiar with customer business program areas, practices, and Information Technology (IT) service requirements. The Staff ISA possesses the ability to provide factual information, and consider and value differing viewpoints, goals, or objectives.

The actual duties of the incumbent will include the following:

50%	Business Analyst for Application Testing, Training and Implementation

- Independently analyze requirements and develop implementation plans.
- Prepare and review training documentation and participate in user training activities.
- Interview customers and prepare formal system requirement specifications.
- Prioritize work, initiate contact with the appropriate staff and resolve issues.
- Test and install systems.
- Prepare for, conduct, and participate in walk-throughs.
- Review project deliverables in each phase of the System Development Life Cycle.
- Prepare system, program and user documentation.
- Coordinate and work with consultants and vendors.
- Develop impact assessments of proposed executive and legislative changes.
- Coordinate data maintenance and data quality efforts.

30%	Application Maintenance and Support

- Troubleshoot problems in production systems, isolate causes, develop solutions, test, document, and install revised applications.
- Test new operating environments and assist migrating existing systems.
- Provide technical expertise to identify necessary interfaces with assigned systems.
- Provide third level support to system users and provide assistance/training as needed.
- Understand general security concerns, data backup, and recovery procedures.
- Assist team efforts to develop solutions for common maintenance problems.

10%	Project Plans, Schedules, Reporting and Procurements

- Develop and review project plans, schedules and application metrics for management.
- Report project status, risks and issues to management, project leads, and internal/external stakeholders as needed.
- Develop contingency plans as needed.
- Develop change control board reports.

- Research, prepare and deliver presentations to users and EIS management.
- Develop Request for Offers, Statement of Works, Budget Change Proposals, Feasibility Study Reports, and Special Project Reports as needed.
- Participate in procurement processes for required hardware, software and services.

10%	Methodologies, Standards and Others

- Participate in the development of methodologies and standards.
- Participate in formal and informal training programs to strengthen analyst skills and knowledge of methodologies, techniques, tools, and packages.
- Be thoroughly familiar with the available tools, methods and procedures to complete assignments.
- Evaluate commercial software products to determine potential benefit to the organization.
- Participate in Division meetings and other activities as required.
- Participate in team and program meetings and other team activities as required.
- Research, investigate and keep current on trends in Information Technology.

Employee: _____ Date: _____

Supervisor: _____ Date: _____